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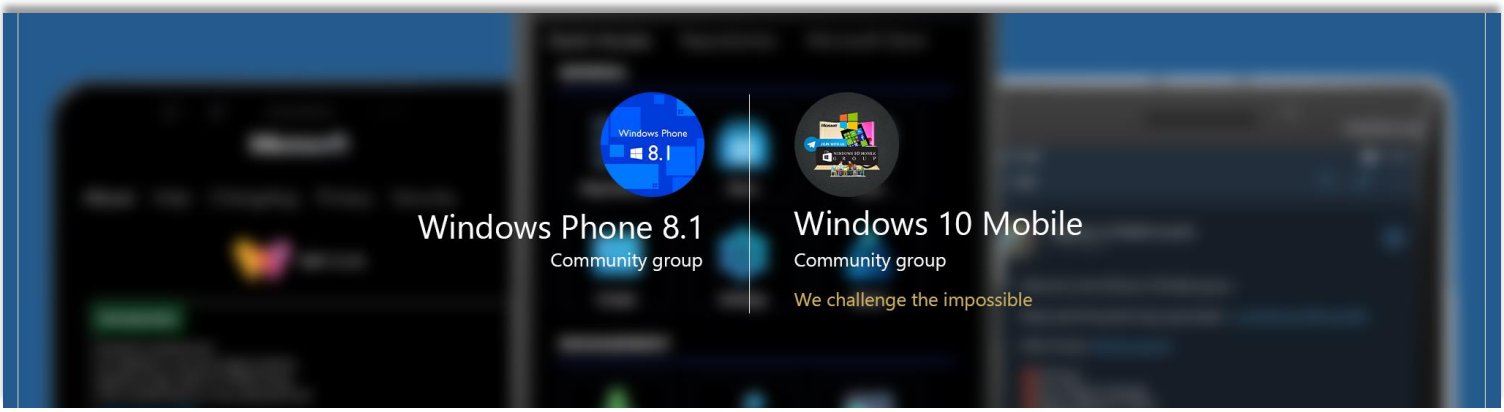
Windows Phone 8.1 (LUMIA)

Community Group

HOW TO RECOVER **SOFT-BRICKED** LUMIA DEVICES

Requirements

- Windows PC (Minimum: Windows 7 SP1 | Recommended: Windows 8 OR above)
- Soft-bricked Lumia devices (*See Introduction for more details*)



W10M Group YouTube Channel

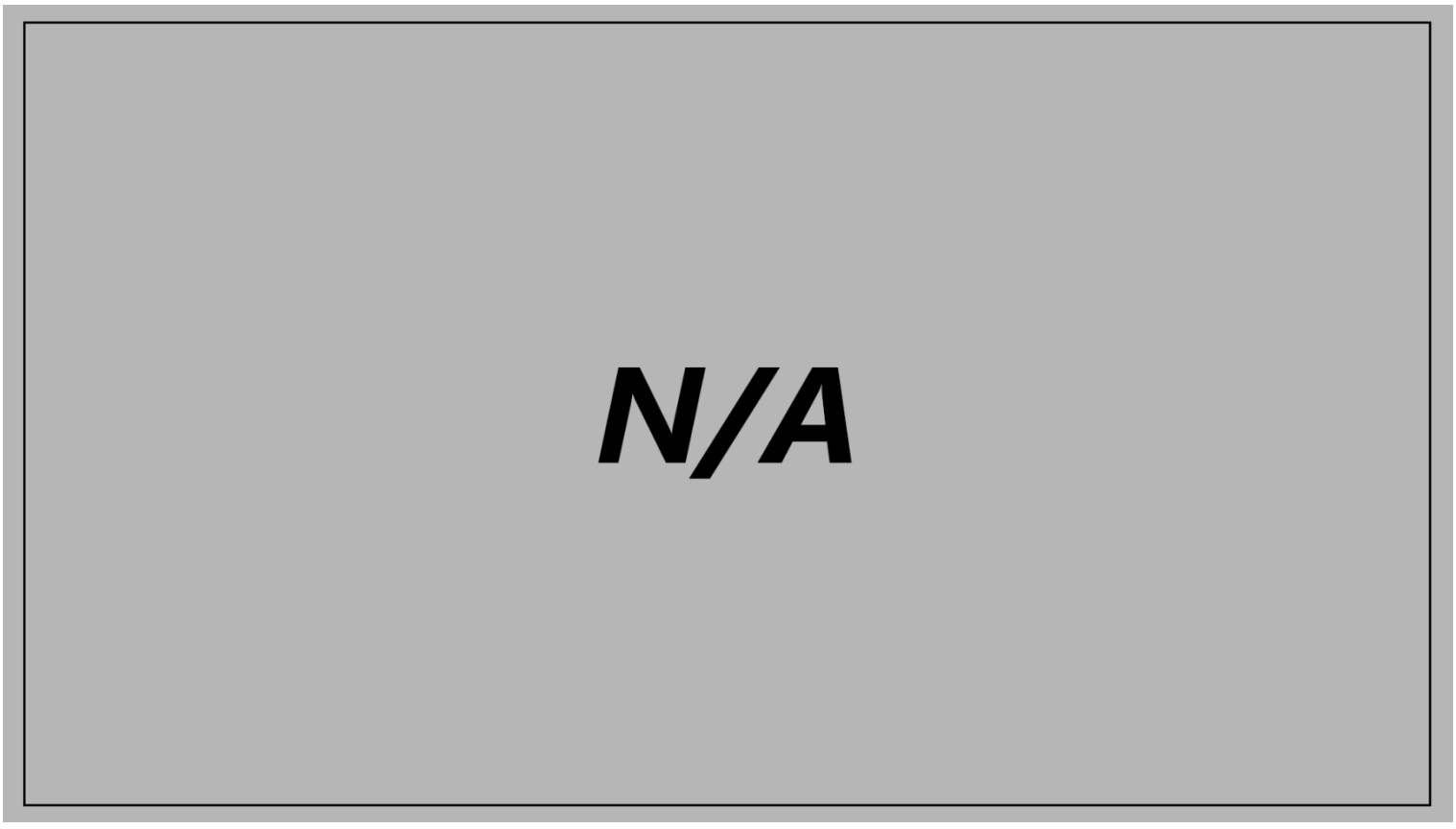
YOUTUBE

Apart from these documented Guides, we have started the roll up of **Video Versions** of each guide in our YouTube Channel.

Don't forget to **like** and **subscribe**!

NOT AVAILABLE AT THE MOMENT

NO DETAILS AVAILABLE YET



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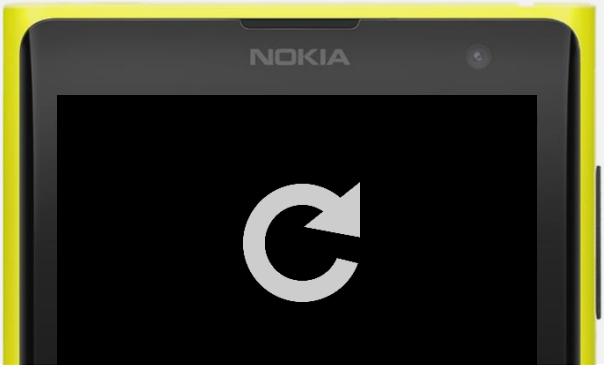

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Introduction

| DISCLAIMER

We aren't responsible for any damage to your device during the Process, do it at your own risk & follow the guide to the letter.

What is a Soft-brick?

Soft brick is a state of a faulty device which isn't functional due to minimal damages to the device software.

Soft-bricks can have different symptoms based on the cause of the brick, the most common behaviours are;

- *Showing Manufacturer logo and then keeps rebooting at that stage.*
- *Showing Manufacturer logo → Update cogs and then keeps rebooting at that stage.*
- *Showing Manufacturer logo → Windows Logo and then keeps rebooting always to that stage.*
- *Showing Sad face in blue background (Similar to BSOD in Windows 10) and stuck there without booting the OS.*
- *Showing Sad face in black background (Similar to BSOD in Windows 10) and stuck there without booting the OS.*

Normally, **the device will never boot to the OS if your device has one of above issues**.

So, if your device also behaves like one of the above, you are good to follow this guide to un-brick it!

What causes Soft-bricks?

There can be **several reasons**.

Some common ones are;

1. *Unsuccessful device update.*
2. *BCD corruption due to user / software tampering.*
3. *OS files corruptions.*

And many more….

Will this guide work for any boot-looping device?

This guide **will work for most of the cases regarding boot-loop**.

But, there can be some cases where a simple Full Flash Update isn't enough hence hard-bricked, this is out of the scope.

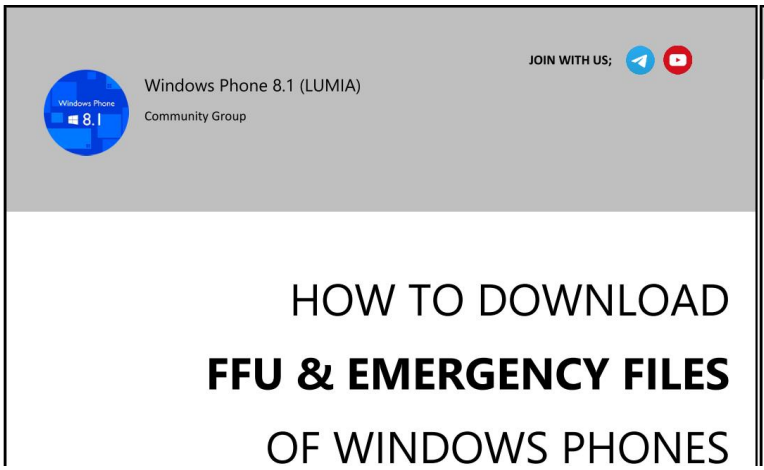
Download WP FFU & Emergency files

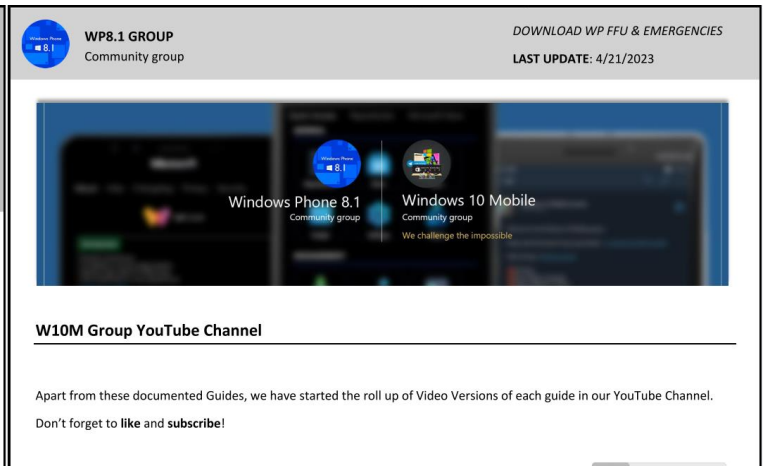
Before following this guide, you will need to have your phone's original FFU already downloaded.

So, if you already don't have it, then you need to follow any of the below guides to get them for your LUMIA.

DOCUMENTED VERSION: How to Download WP FFU & Emergency files

W.U.T | MEGA





VIDEO VERSION: How to Flash/Downgrade Windows Phones (LUMIA & OTHER-OEM)

YOUTUBE

Preparations

Download Windows Phone Internals

(*Recommended: WPI 2.9.2 OR higher*)

GITHUB | W.U.T | MEGA

Download & Install Windows Device Recovery Tool

(*FOR DRIVERS ONLY*)

MICROSOFT | W.U.T | MEGA

[BACKUP] WDRT OFFLINE Installer.

W.U.T | MEGA

PRE-NOTES (MANDATORY)

- ✓ Make sure the **battery is charged at least upto 50%** (*Fully charging before attempting is recommended*)
- ✓ Make sure the **cable & the port you are going to use** to connect your device to the PC **is verified to work properly**.
- ✓ Only use official FFU files during the recovery process.

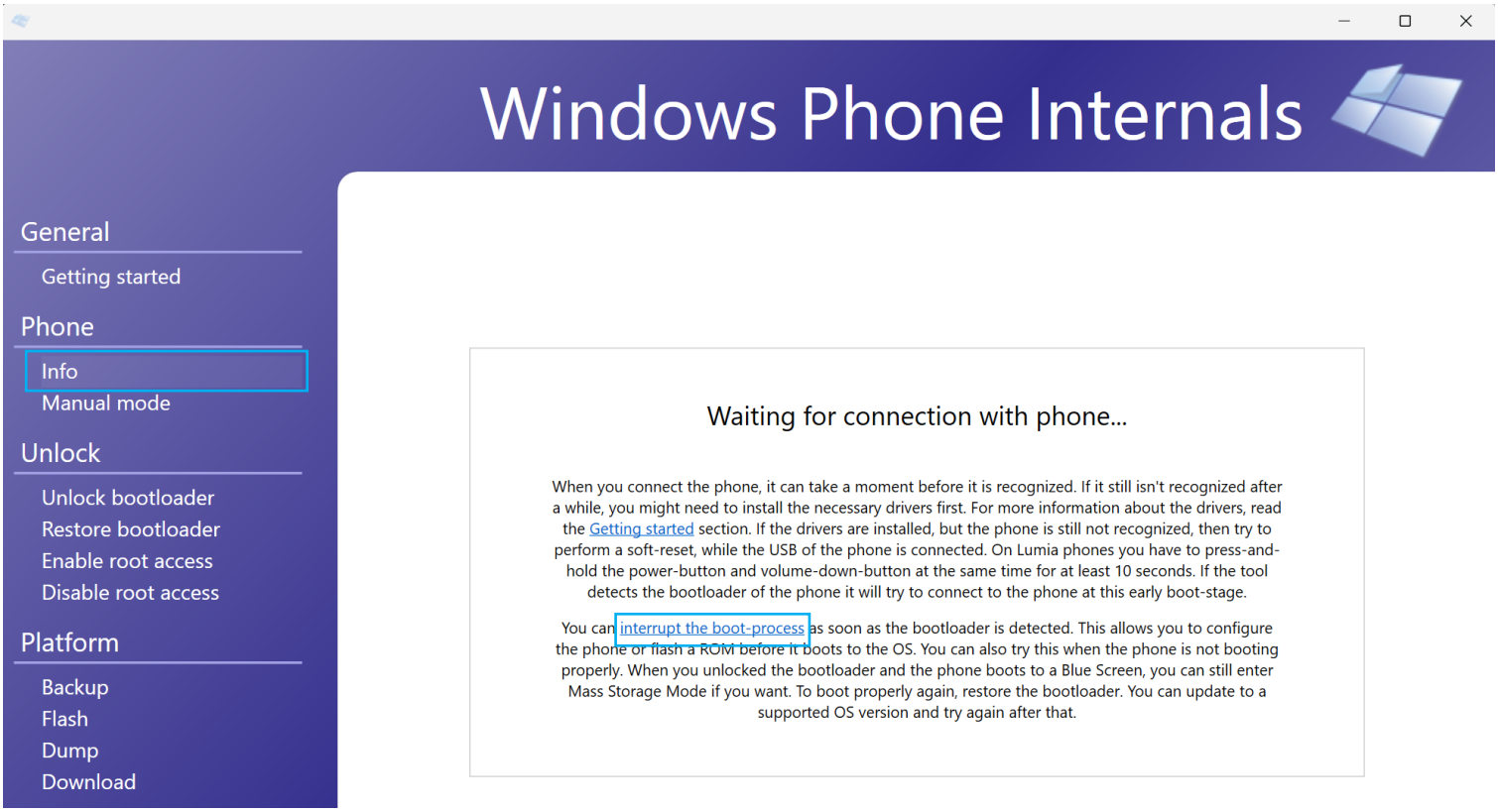
  Do not use any Custom FFU files!

How to recover Soft-Bricked Lumia devices

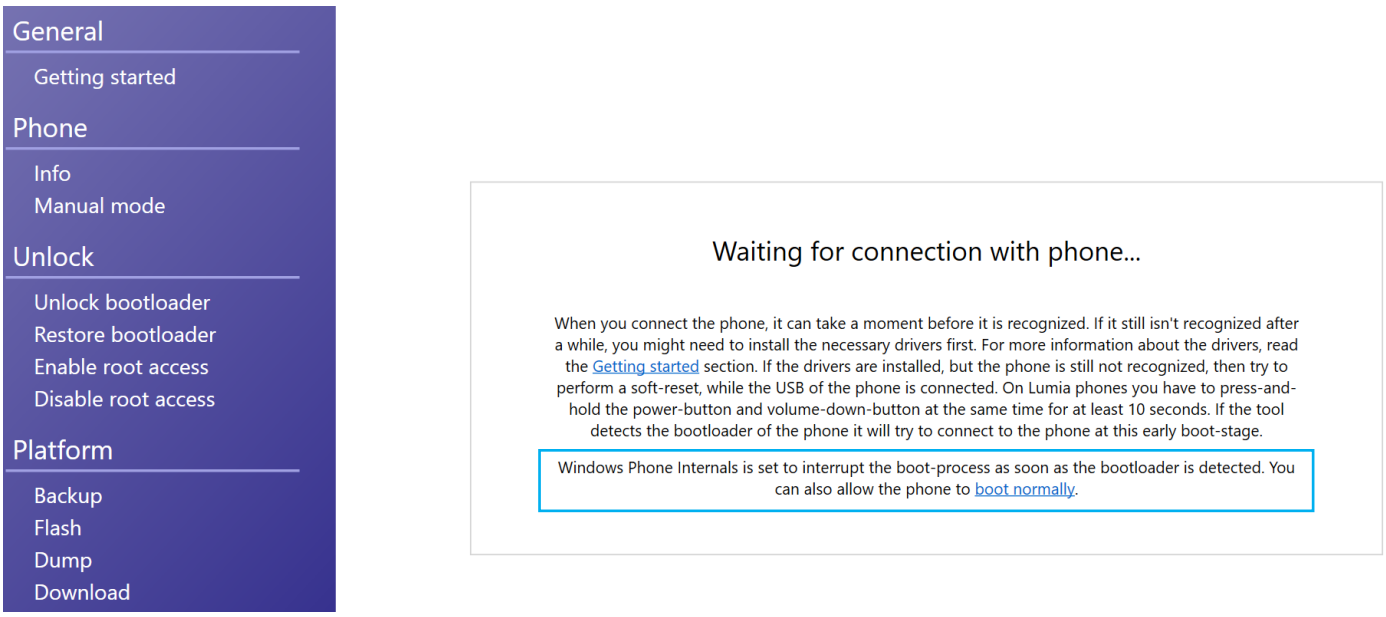
> Connect your Lumia device to your PC.

> Open Windows Phone Internals.

Click **Info** & then click Interrupt the boot-process link (*Refer to screenshots*)



By that, **WPI is set to interrupt the boot process in it's early loading stages** due the OS is not getting booted properly.



> Now while **keeping the device connected**, do a **Soft-reset** in your Lumia.

(*Keep pressing both Power & Volume down buttons [for usually 10 seconds] until the device vibrates*)

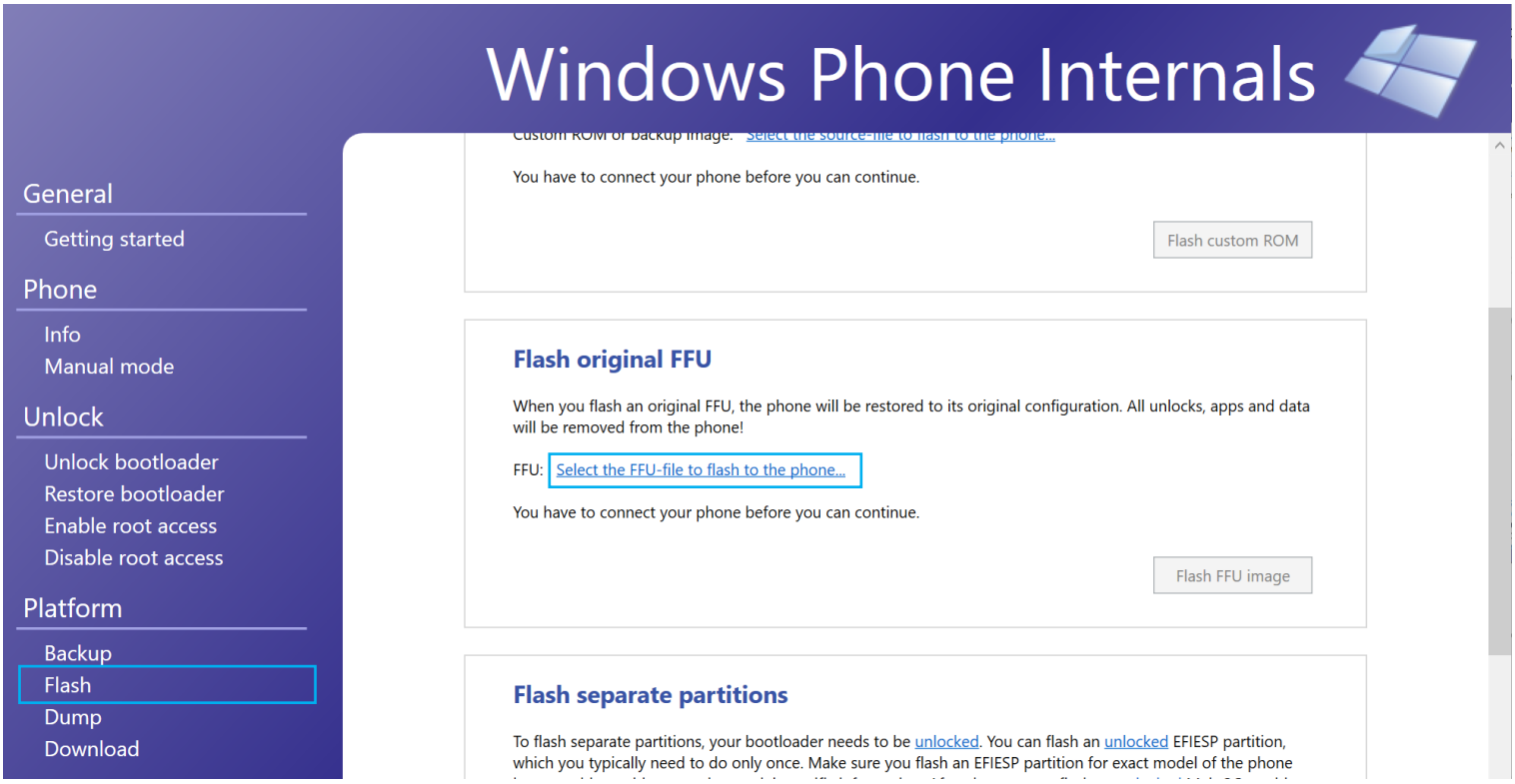
> Then, once the device starts to boot back after soft-reset, WPI will *interrupt* it and boot the device to **Flash app** (*Dark blue background with 2 white arrows*)

WPI now should display device details.

From here, now you can flash your Lumia device, you can use WPI for that as well.

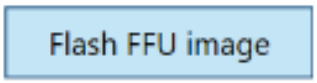
> Select **Flash** entry in the side menu.

There go to the **Flash Original FFU** section and select your device FFU file by clicking Select the FFU-file to flash to the phone.



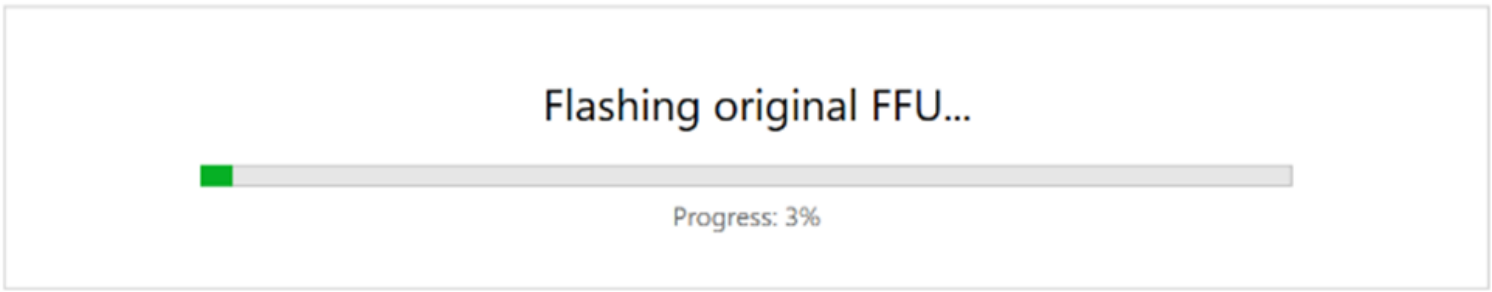
> Take a good note at the PRE-NOTES again.

Once you are through, click **Flash FFU image** button to begin flashing.

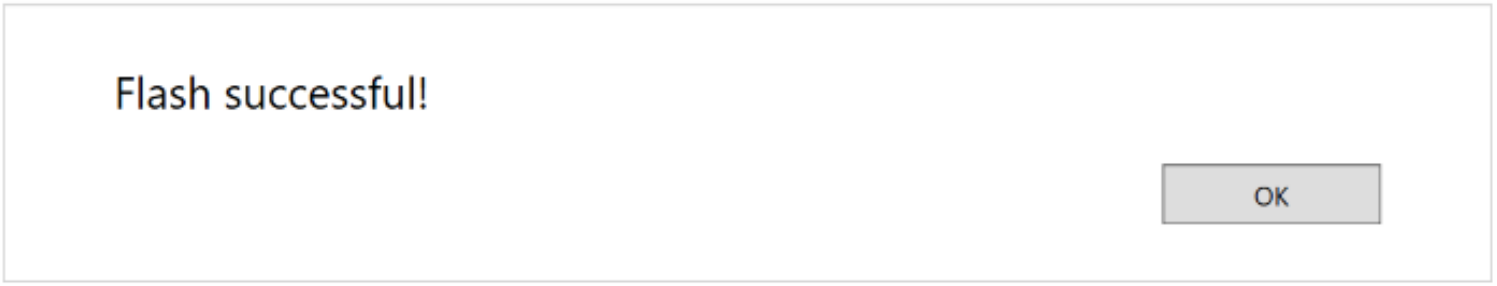


The device will then switch to flash mode (*Red background with two white arrows*) and will start the flashing process.

APPROXIMATE DURATION: 2 – 5 Minutes (*Depends on several factors of both Phone and PC*)



Once the progress reach **100%**, the device will then reboot out from Flash Mode and WPI will state that the flash is done!



> Your device will now boot to the newly flashed OS and will be greeted with the OOBE (*Out-Of-Box-Experience*) soon.

Enjoy the device once again!

Frequently Asked Questions (FAQ)

Q. After flashing the phone, it still can't boot the OS, just boot-loops again showing the Manufacturer logo again & again per every reboot, what is the issue now?

A. Then it's **most probably a Hardware flaw**, and it's really hard to pin-point in which the issue lies.

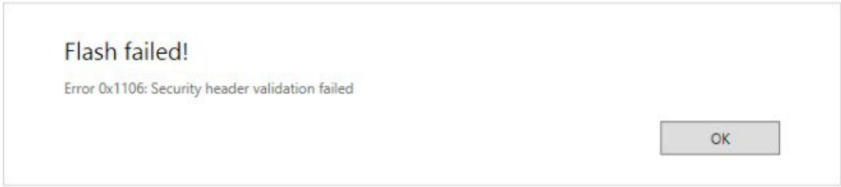
Mostly, the Boot-loops can also happen due to bad batteries when the device doesn't have enough juice to boot, **so if your device just suddenly started to loop without you doing anything with it, then it can be faulty battery!**

Q. I have a custom FFU for my Lumia created by some independent Dev/s, **can I use it to flash the device during this** step?

A. NO, YOU MUST NOT USE ANY CUSTOM FFU EVER TO UN-BRICK ANY DEVICE!

Custom FFUs are not prod signed, this is the main reason as they cannot be flashed without an unlocked bootloader which only makes things worse in this state.

Q. I can't flash the FFU file at this step, it's showing an error message like "*Custom Flash Failed*", "*The software is not correctly signed or not signed for this device*" or "*Security header validation failed*"?



A. Then **sadly this guide will not work for you!**

You will need to **flash the emergency payloads of your device before being able to flash your original device FFU package**, *but that procedure is not the focus of this guide.*

Q. Upon booting the device, in upper right corner of the device display it shows "*Error: unable to find a bootable option*", will this guide work to recover the device?

A. In this case too, **flashing the emergency payloads of your device and then flashing original device FFU will work most of the time** *though that procedure is not the focus of this guide.*

BUT; **this error can be occur due to a hardware defect as well**, **dying EMMC in a device can also be the cause to this erro**r and in that case, *you can't do anything about it sadly*.

Credits

- ✓ Microsoft for official FFU packages.
- ✓ ReneLergner, Gustave Monce & all the other contributors of WPI.

That's all for this guide!

THANK YOU!!

Lasitha Samarasinghe